



**County of Los Angeles
DEPARTMENT OF CHILDREN AND FAMILY SERVICES**

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PATRICIA S. PLOEHN, LCSW
Director

March 12, 2009

TO: Supervisor Don Knabe, Chairman
Supervisor Gloria Molina
Supervisor Mark Ridley-Thomas
Supervisor Zev Yaroslavsky
Supervisor Michael D. Antonovich

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FROM: Patricia S. Ploehn, LCSW
Director

ELECTRONIC SUSPECTED CHILD ABUSE REPORT (E-SCARS) PHASE II

This is to notify you of our intent to request the Internal Services Department (ISD) to amend Electronic Suspected Child Abuse Reporting System (E-SCARS) Project Work Orders N10-0232, N10-0233 and N04-0689 with CAL2CAL Corporation, Saga Technologies and KBL Consulting respectively, by extending each work order to March 31, 2010, and increasing the Work Order amounts by \$200,000 each. The additional cost of this extension plus the amount already expended will not exceed \$1,200,000. The initial work order was written to be fixed price deliverable based but was changed to time and material, which required us to use three different work orders to obtain the two programmers and one quality assurance consultant needed for the project.

The E-SCARS project is fully funded by a \$2,000,000 grant approved on May 2, 2005, by the County of Los Angeles Quality and Productivity Commission. Costs associated with the project have varied from the original estimated budget developed in FY 2004/05. The original grant proposal for consultant contract services was estimated at \$485,705 and will increase by \$714,295. We are requesting the funding be redirected from the original budgeted Salaries and Employee Benefits (\$300,000), Software (\$214,295) and Fixed Assets (\$200,000). The factors that contributed to the required increase in cost are: higher hourly rate for services due to a two-year delay in securing contractors; complexity of the design and development of the E-SCARS application that required more contract hours; and hiring of the Quality Assurance consultant to perform the quality assurance activities, develop the E-SCARS training materials and provide E-SCARS user training. Moreover, DCFS anticipates completing the E-SCARS project with a \$300,000 or more cost savings from the original \$2,000,000 approved grant funding.

"To Enrich Lives Through Effective And Caring Service"

The E-SCARS project will be completed in two phases. Phase I of E-SCARS includes the design and development of the E-SCARS application and its implementation in all the Los Angeles County Sheriff's Department 23 stations. Implementation began in January 2009 and will be completed by April 2009. The amendments to the existing Work Orders are needed to complete Phase II of E-SCARS that covers the deployment to all 50 independent law enforcement agencies within Los Angeles County, including the Los Angeles Police Department (LAPD). This will allow the Department of Children and Family Services (DCFS) and Law Enforcement Agencies the ability to track SCARS electronically, and facilitate the District Attorney's statutory oversight function of cross-reporting.

In accordance with Information Technology Support Services Master Agreement (ITSSMA) guidelines, prior Board notice is required for projects that will exceed \$300,000. Initially a Board Memo was submitted on April 2, 2007, at the onset of the E-SCARS Project (Phase I). This new request is to extend existing Work Orders with two contracted Phase I web programmers who will provide program modifications and one quality assurance consultant to complete the remaining phase of the project.

BACKGROUND

E-SCARS will comply with the California law that requires children's services agencies and law enforcement agencies to "cross-report" certain allegations of child physical and sexual abuse to each other and to the District Attorney by using the state-mandated "Suspected Child Abuse/Neglect Report" (SCAR) form.

In addition, the Child Abuse and Neglect Reporting Act (Penal Code § 11164 et. seq.) imposes a mandatory duty on certain classes of individuals (e.g., physicians, teachers, coroners, clergy members) to report suspected allegations of child abuse and also creates a mandatory duty on the part of law enforcement to investigate these allegations. The ability of law enforcement to respond effectively is directly tied to the accuracy and timeliness of the reports they receive. Thus, delays in the cross-reporting process impede law enforcement's response, potentially endangering children's lives and creating liability for DCFS and the County.

We have completed the development, testing and planning for the implementation of Phase I of E-SCARS, which provides electronic SCAR documents between DCFS and Los Angeles County Sheriff's Department. It also offers a web application that tracks and monitors the status of SCARS and promotes data sharing between County departments. Phase II expands the project to 50 independent law enforcement agencies within Los Angeles County.

SCOPE OF WORK

Under the supervision of the County Project Managers, these contractors will support the Department in the successful development and deployment of Phase II of E-SCARS.

Below is an outline of some duties and tasks that are included in the project:

- Development of necessary application changes to accommodate the additional law enforcement agencies;
- Application testing (this will include module testing, alpha testing, and beta testing);
- Documentation that includes code & programming documentation, screen specification documentation, and user documentation;
- System implementation;
- System technical documentation and user train-the-trainer training.

JUSTIFICATION

The work order amendments are necessitated in Phase II of E-SCARS because of the anticipated modifications that may be required during the E-SCARS implementation to all 50 independent law enforcement agencies. The E-SCARS application has to integrate with any existing automated system in these agencies.

The current contract developers/quality assurance consultants are most familiar with the business needs and the technology used in the development of E-SCARS application and it is imperative to retain this knowledge through Phase II. With the continuation of the contract that DCFS has with the existing work orders, we can maintain and ensure the system integrity and successful implementation to the remaining agencies.

FISCAL IMPACT

The total cost of the development of the E-SCARS application will be fully funded by a \$2,000,000 grant approved by the County of Los Angeles Quality and Productivity Commission.

CLOSING

Consistent with ITSSMA policies and procedures, we are informing your Board of our intention to extend the subject Work Orders. Unless we receive instruction not to proceed, in two weeks time we will request ISD to proceed with executing the extension of the Work Orders. If there are any questions regarding this request, please contact Cecilia Custodio, Business and Information Systems Division Manager at (562) 345-6607.

Noted and Approved:


Richard Sanchez
Acting Chief Information Officer